

**FRESNO, CALIFORNIA
CLASS SPECIFICATION**

SENIOR EMERGENCY SERVICES DISPATCHER

FLSA STATUS:

Non-Exempt

CLASS SUMMARY:

The Senior Emergency Services Dispatcher is the second level in a three level Dispatch series. Incumbents are responsible for serving as a lead worker and answering and prioritizing emergency and non-emergency calls for service and dispatching emergency personnel to crime scenes and service requests on multi-channel radios and computer aided dispatch systems.

Incumbents will be required to work weekends, holidays, evenings, and nights. Incumbents may be required to work mandatory overtime.

The Senior Emergency Services Dispatcher is distinguished from the Emergency Services Dispatcher I/II by its responsibility for making work assignments, overseeing the work of other Emergency Services Dispatchers, training, preparing reports, and performing administrative tasks in the absence of the supervisor. The Senior Emergency Services Dispatcher is distinguished from the Emergency Services Dispatch Supervisor, which has first-line shift supervisory responsibilities.

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Deleted: ordering and distributing supplies,

TYPICAL CLASS ESSENTIAL DUTIES: (These duties are a representative sample; position assignments may vary.)

**FRE-
QUENCY**

1. Serves as a lead worker to other employees, including prioritizing and assigning work; determining completion of work; and, training staff on work methods.
2. Answers incoming emergency and non-emergency calls, prioritizing calls and determining proper routing utilizing established guidelines and operating procedures; dispatches sworn and non-sworn personnel.
3. Monitors radio channels and dispatches appropriate public safety personnel, ensuring dispatch of field personnel, requests for back-up or traffic-related assistance.
4. Runs driver's license, vehicle registration, wants, and warrant information checks through the CAD computer system to CLETS and NCIC for outstanding warrants or other information; confirms and relays information to field personnel; calls for towing services and other emergency services agencies.
5. Retrieves a variety of information from applicable local, regional, State, and National databases.

Daily
10%

Daily
20%

Daily
20%

Daily
20%

Daily
20%

Deleted: police officers, firefighters, ambulance, and/or towing services to calls for service

Deleted: officer

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6.	Receives and transmits coded messages to and from sworn and non-sworn personnel.	Daily 5%	Deleted: police and fire personnel and field units
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TYPICAL CLASS ESSENTIAL DUTIES: (These duties are a representative sample; position assignments may vary.)		FRE- QUENCY
7.	Investigates complaints and responds to citizen inquiries, including unusual and complicated calls and situations.	Daily 5%
8.	Performs other duties of a similar nature or level.	As Required

Training and Experience (positions in this class typically require):

- Three years experience operating a multi-channel computer aided dispatch system, used by the City of Fresno and current employment as an Emergency Services Dispatcher II is required;
- Or
- An equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above.

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Licensing Requirements (positions in this class typically require):

- Basic Class C License,

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Knowledge (position requirements at entry):

Knowledge of:

- Applicable Federal, State and Local laws, codes, ordinances, policies, procedures, rules and regulations;
- Customer service policies, principles and practices;
- Office procedures, principles, practices and equipment;
- Basic geography.

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Skills (position requirements at entry):

Skill in:

- Priorizing and assigning work; detail oriented and ability to multi-task
- Training employees in proper work methods
- Operating a variety of equipment and systems utilized in emergency service dispatch activities.
- Using computers and applicable software applications
- Providing customer services
- Keyboarding
- Working with multiple interruptions while conducting multiple tasks
- Exercising sound judgment
- Interpreting, applying and explaining applicable laws, codes, ordinances, policies, procedures, rules and regulations
- Remaining calm in stressful and emergency situations
- Dealing tactfully with difficult people both telephonically and in person
- Reading and comprehending maps
- Ability to prepare and make effective oral presentations
- Communication, interpersonal skills as applied to interaction with coworkers, supervisor, the general public, business, organizations, elected and appointed officials, media, etc. sufficient to exchange or convey information, give/receive work direction

Physical Requirements:

Positions in this class typically require: feeling, finger dexterity, grasping, hearing, repetitive motions, seeing and talking.

Light Work: Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or negligible amount of force constantly to move objects. If the use of arm and/or leg controls requires exertion of forces greater than that for Sedentary Work and the worker sits most of the time, the job is rated for Light Work.

Note:

The above job description is intended to represent only the key areas of responsibilities; specific position assignments will vary depending on the business needs of the department.

Classification History:

Draft prepared by Fox Lawson & Associates (LM)
Date: 12/2007